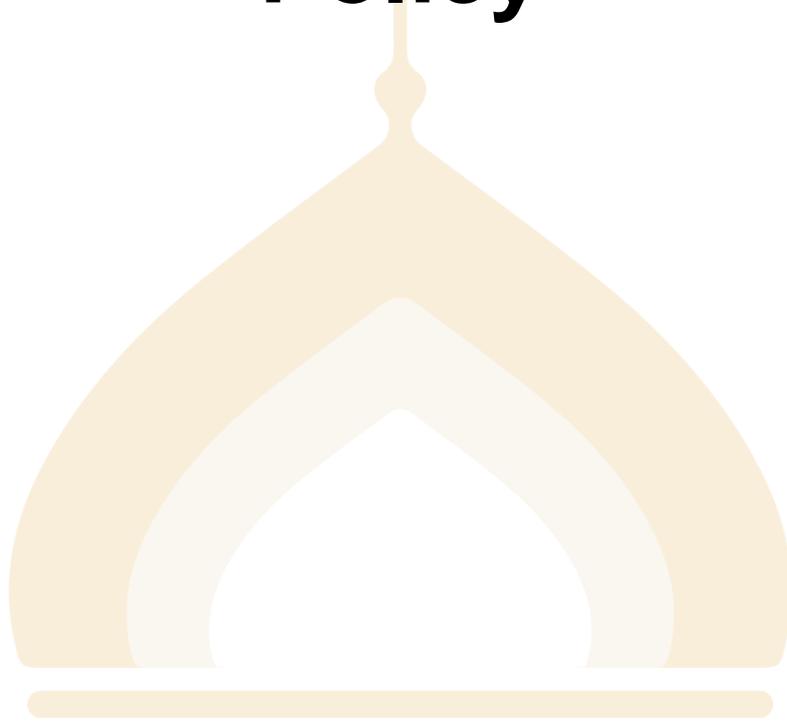




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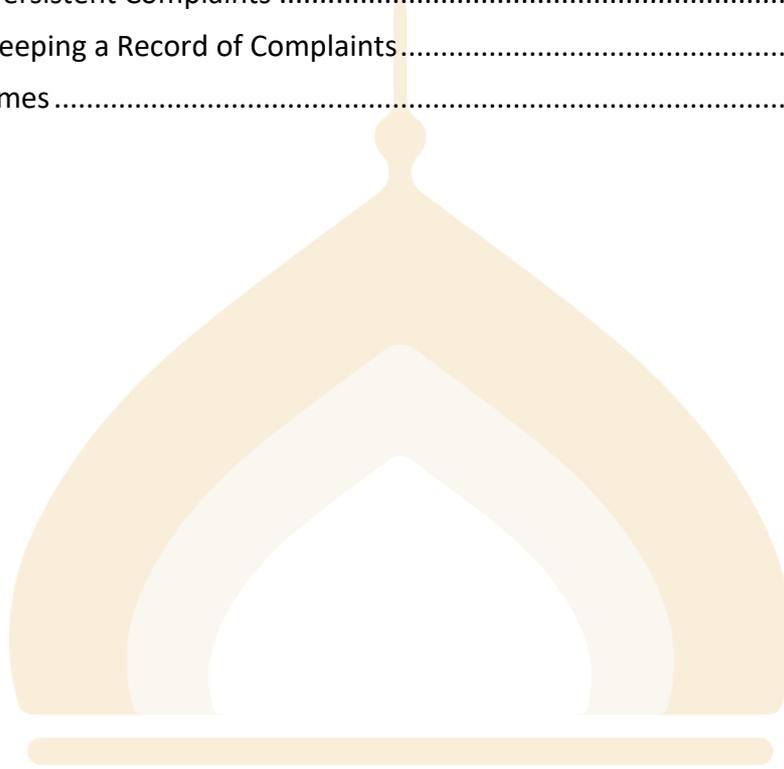
Jaffaria Academy Concerns and Complaints Policy





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Aims

Jaffaria Academy aims to provide a safe and impartial platform for parents, students, and any member of the Jaffaria Academy team to voice their concerns and/or complaints.

When responding to complaints, we aim to:

- Promptly respond to any written or verbal concern and/or complaints (An email must be sent to the Administration Officer or directly to the Headteacher detailing the nature of the concern/complaint).
- Conduct a full and fair investigation of the matter and provide updates and findings to the parties involved.
- Respect complainants' desire for confidentiality.
- Treat complainants respectfully and with the utmost akhlaq.
- Ensure that any decisions we make are lawful, rational, reasonable, fair, and proportionate, in line with the principles of administrative law.
- We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.
- Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

Definitions

Positive feedback is defined, by Jaffaria Academy, as an expression (by any recipient) citing their satisfaction with any aspect of our service – feedback of this kind helps us know what is working successfully.

A **concern** is defined by the DfE (Department of Education) as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”. Most issues raised by parents and students are concerns rather than complaints.

A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”

Concerns / Complaints Management

Step 1: Informal concern

Jaffaria Academy takes informal concerns seriously and will ensure every effort is made to resolve the matter promptly.

The complainant should raise the concern as soon as possible either by phoning (+447956 230 301) or emailing the Administration Officer (admin@jaffaria-academy.org).



Informal concerns are usually resolved upon clarification of information. If the complainant is left unsatisfied with the outcome at Step 1, there will be an opportunity within the process to consider moving to Step 2.

Step 2: Formal complaint

Formal complaints may be raised by written communication to the Headteacher (headteacher@jaffaria-academy.org). The formal complaint must include details such as date(s) of the event, times, and the names of individuals involved, alongside copies of any relevant documents, and the preferred outcome. This communication will be logged, and an investigation will be carried out. A written response will be issued within two weeks of the initial written communication. In many cases, the written response will set out the actions that have been taken in relation to the issues identified.

Step 3: Meeting

A meeting will be arranged between the complainant, Headteacher and any other relevant individuals to discuss the findings of the investigation and the proposed resolution.

In the event that the proposed resolution is unsatisfactory and does not meet the expectations of the complainant, Jaffaria Academy will review the case and ensure that the final resolution is fair and impartial to all parties involved.

Step 4: Written Communication from Jaffaria Academy

A written communication will be sent to the complainant with the findings of the investigation and the agreed resolution.

Complainants who are Part of the Jaffaria Academy Team

In some circumstances, a complaint may be made by a parent who is also a member of the Jaffaria Academy team. They will fall under the following categories:

- Teaching Team
- Senior Management Team
- Board of Directors
- Board of Trustees

The complaints from any of the above will be dealt with in the same manner using the procedures stated above.

Unreasonable Persistent Complaints

In most cases, complaints raised will be valid, and therefore will be dealt with according to the steps above. However, a concern may become unreasonable if the complainant:



- has made the same complaint multiple times and the relevant procedures have been followed to resolve them
- raises a complaint that is persistent, harassing, obsessive, prolific, or repetitive and knowingly puts forward defamatory accusations
- Incessantly pursues a complaint that is unsubstantiated or out of the scope of the steps referred to above
- instigates a credible complaint, but in an irrational manner. This could be through refusing to comply with the complaints procedure and/or demanding that the issue be resolved in a way that is inconsistent with Jaffaria Academy Policies
- alters the grounds upon which the complaint was based on as the investigation goes on
- puts forward a complaint with the intention to causes upheaval which may result in a strain on school resources

Archiving and Keeping a Record of Complaints

Jaffaria Academy strives to keep a database of all complaints, investigations, and resolutions. This will be saved securely to ensure that confidentiality, General Data Protection Regulation (GDPR) and Data Protection Act are followed. This information will be made available to relevant individuals both internally at Jaffaria Academy and externally where appropriate.

Learning Outcomes

Jaffaria Academy will audit its complaints database and feedback on a regular basis with the objective to improve the overall experiences by all stakeholders.

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